Field Service Bulletin No. 14

Order No.: DD+DIS178.02E

1 piece VD5ZO MA1

ADC System Components

Type 4406

Rating			When?		
safety relevant	reliability	new function	immediately	next service	as required
	X		X		

Please file this document in section 13 of your technical documentation

Changed behaviour of "auto-delete" function with VIPS.1.2.00

Defect

Some cases appeared in the field that with VIPS.1.2.00 almost all images were deleted by "auto-delete" function due to the fact that the connected PACS / Hardcopy destination was down; thus a lot of images gathered up in the queue.

Please inform your customer about this behaviour immediately!

Symptom

With VIPS.1.2.00 the "/images/SPOOL" partition is filled up with intermediate files which are created for transmission (extension ".INT"). If PACS / Hardcopy destination, where the intermediate files should be sent to, is down, the files stay on the hard disk as long as the job stays in the queue (typical status ‘on hold’).

As "auto-delete" function is trained to remove ".PYR" files from hard disk, it starts to delete these files because the intermediate files are locked by a job and are consuming space on the hard disk until it is completely full. In utmost consequence all images that do not have jobs are gone from the system and the hard disk is full with intermediate files.

Solution

Stop sending images to a PACS / Hardcopy destination if you notice it is down. As soon as the destination is online again, go to the queue management and release all jobs which are on hold (can be done by pushing a single button).
A patch which solves this problem is in progress and is expected in the course of the coming two month.

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AGFA